

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB SERIES: **HOUSING SPECIALIST I
HOUSING SPECIALIST II**

DEPARTMENT: **HOUSING AND REDEVELOPMENT**

Distinguishing Features and Summary Description:

The Housing Specialist series performs eligibility, inspection, placement and relocation work for the City's Section 8 Rental Assistance program and other affordable housing programs. The **Housing Specialist I** is the entry level position in the series and performs the more routine processing and analysis, tasks and duties that are assigned. The Housing Specialist I may be reassigned to the Housing Specialist II after the department has established the business need; the Housing Specialist I has successfully demonstrated the ability to interpret and determine Section 8 Rental Assistance Program eligibility requirements; taken on complex cases and the Housing and Redevelopment Director approves and makes recommendation to the City Manager. The **Housing Specialist II** is distinguished from the Housing Specialist I as the advanced journey level in performing the full range of duties, including the interpretation and determination of eligibility requirements Section 8 Rental Assistance Programs and the most difficult casework. Positions at the Housing Specialist II level are expected to perform independently under general guidelines in a paraprofessional role; and to provide technical assistance and guidance to lower level staff in this area.

Essential Duties and Responsibilities: The following duties are typical for this job series. Incumbents perform some but not all of the listed duties and/or may be required to perform additional duties to meet the City's business needs and changing operating practices. Other duties may be required and assigned.

HOUSING SPECIALIST I

Interviews and advises applicants seeking admission to the housing program, and counsels tenants to ensure compliance with Tenant Occupancy Regulations.

Prepares applications on behalf of applicants and reviews all documents required of applicants.

Maintains documentation according to established program guidelines.

Verifies income and housing status through written inquiry or telephone contacts.

Makes computations to determine eligibility and re-certifications.

Reviews and resolves complaints from tenants; conducts informal counseling to resolve complaints.

Calculates tenant and housing assistance plan portions of contract rent according to established program guidelines, including establishment and administration of accounts receivable.

Answers questions and gives information related to the housing program.

Prepares documents to process payments.

Assists in the preparation of special statistical reports.

Performs related duties as required.

HOUSING SPECIALIST II

Performs the duties of the Housing Specialist I in addition to:

Assists in the administration of Section 8 Rental Assistance Program and manages a Section 8 caseload. Processes new leases, conducts annual re-certifications and performs inspections.

Makes rent determinations based on gathered information and verifications.

Reviews, investigates and resolves complaints from property owners and tenants; conducts informal hearings to mediate owner and tenant disputes.

Answers public inquiries and provides information related to the housing programs both orally and in writing.

Conducts applicant briefing sessions.

Conducts workshops and makes presentations to owners and tenants about the housing program.

Maintains computerized records and databases on client and housing information.

Reviews financial reports and delinquent accounts and negotiates with property owners concerning rent amounts and claims in accordance with program

guidelines, including monthly preparation of warrants to Finance department for payment.

Assists in supervision of technical and clerical staff in training and evaluating work.

Assists the Housing Program Manager in monitoring workflow and reviewing and evaluating work products, methods and procedures.

Performs other related duties as assigned.

JOB SERIES KNOWLEDGE AND ABILITIES:

Housing Specialist I

- Knowledge of rules and regulations involved in HUD housing programs
- Knowledge of methods of statistical data collection and analysis
- Knowledge of record keeping and reporting procedures
- Ability to complete complex forms accurately
- Ability to work effectively with program applicants, tenants and property owners.

Housing Specialist II

Knowledge and abilities of the Housing Specialist I in addition to:

- Knowledge of pertinent federal, state, and local housing laws, codes, and regulations
- Knowledge of City of Carlsbad housing programs, policies and procedures
- Knowledge of methods of statistical data collection and analysis
- Knowledge of record keeping and reporting procedures and methods
- Knowledge of basic mathematical principles
- Knowledge of supervisory practices of training and evaluating staff
- Ability to interpret, determine and apply federal, state and local laws, regulations, policies, and procedures relating to Section 8 Rental Assistance Programs.
- Ability to analyze situations accurately and adopt effective courses of action
- Ability to prepare clear and concise statistical and narrative reports
- Ability to develop methodology to monitor and track multiple priorities
- Ability to maintain computerized databases and records as necessary
- Ability to understand and carry out oral and written directions
- Ability to effectively communicate both orally and in writing
- Ability to establish and maintain effective work relationships
- Ability to supervise, train and evaluate assigned staff

JOB SERIES EDUCATION AND EXPERIENCE:

Any combination equivalent to the education and experience that could likely provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Housing Specialist I

Equivalent to the completion of the twelfth grade, preferably supplemented by specialized secretarial or business training and one year of experience working with a HUD Section 8 program. The ability to communicate clearly and concisely in English and Spanish is highly desirable.

Housing Specialist II

Experience and education required of the Housing Specialist I in addition to:

Equivalent to the completion of high school plus two years of college coursework or vocational training in a business related field, and three years of progressively responsible experience interpreting and determining the eligibility requirements in the Section 8 Rental Assistance Program. A bachelors degree in public administration or business and supervisory experience is highly desirable. At the Housing Specialist II level, possession of a valid California Driver's License and evidence of insurability are required. Possession of a Section 8 training course certificate as issued by a HUD recognized agency is desirable and may be obtained during the first year of employment.

ESSENTIAL FUNCTIONS FOR ALL POSITIONS IN THE JOB SERIES:

The conditions below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Language Ability: Requires ability to compare, count, differentiate, measure and/or sort, assemble, copy, record and transcribe data and information. Must be able to classify, compute, tabulate, and categorize data. Must be able to advise and provide interpretation to others on how to apply policies, procedures, and standards to specific situations. Needs to be able to use a variety of descriptive data and information such as: a variety of plans, resolutions, maps, reports, computer software operating manuals, procedures, guidelines, and routine correspondence. Must be able to communicate orally and in writing, clearly and concisely and in a non-technical manner with City personnel at all levels; consultants; vendors; and the general public. Needs the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Must be able to write reports, business

correspondence, and procedure manuals. Needs to effectively present information and respond to questions from groups of managers, clients, and the general public.

Mathematical Ability: Knows how to apply mathematics, including basic algebraic, plane geometric and trigonometric formulas. Must be able to demonstrate ability to calculate percentages, fractions, decimals, volumes, ratios, and spatial relationships. Needs to be able to interpret basic, descriptive statistical reports.

Judgment and Situational Reasoning Ability: Must be able to use functional reasoning and apply rational judgment when performing diversified work activities. Needs to be able to analyze data and information using established criteria in order to determine consequences and identify and select alternatives.

Physical Requirements: *The conditions below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

- Needs to be able to operate equipment with some requiring rapid adjustments such as a computer keyboard and terminal printers, photocopier, calculator. Must be able to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.
- Functions may require sitting for prolonged periods of time; the ability to exert light physical effort involving lifting, carrying, pushing and pulling of up to 30 pounds.
- Needs to be able to perform frequent downward or upward flexion or turning of the neck, fine finger dexterity and grasp to manipulate the keyboard, telephone, writing instruments, papers, books, manuals, and reports.
- Job entails standing
- Work environment is professional and both team and autonomy oriented. There is a need for paying attention to detail. Additionally, there is a need to be able to shift attention before tasks are completed to be able to balance user demands, telephone and other interruptions.
- Must be able to drive and maintain a California Class C Driver's license to drive to site locations for inspections and to see clients and meet with staff in other City facilities on a regular basis.

This classification specification does not constitute an employment agreement between the employer and employee and is subject to change by the City and the needs of the City and requirements of the job change.

The City of Carlsbad is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals with disabilities and encourages both current and prospective employees to discuss potential accommodations with the employer.

Approved: August 2008